

Public Health Performance Management Centers for Excellence

2012 Quality Improvement Grantees
Learning Congress

November 1, 2012

Workforce Development:
Experiencing and Practicing the QI Method

Clallam County Health and
Human Services

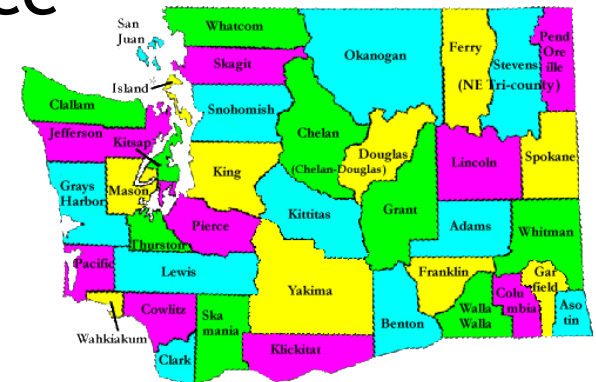


Public Health Performance Management Centers for Excellence

Clallam County

- Total population: 71,000
- Over 50% of population resides in unincorporated areas
- CCHHS has 35.3 FTEs and annual budget of \$3,862,469
- Minimal QI Experience

Clallam
County

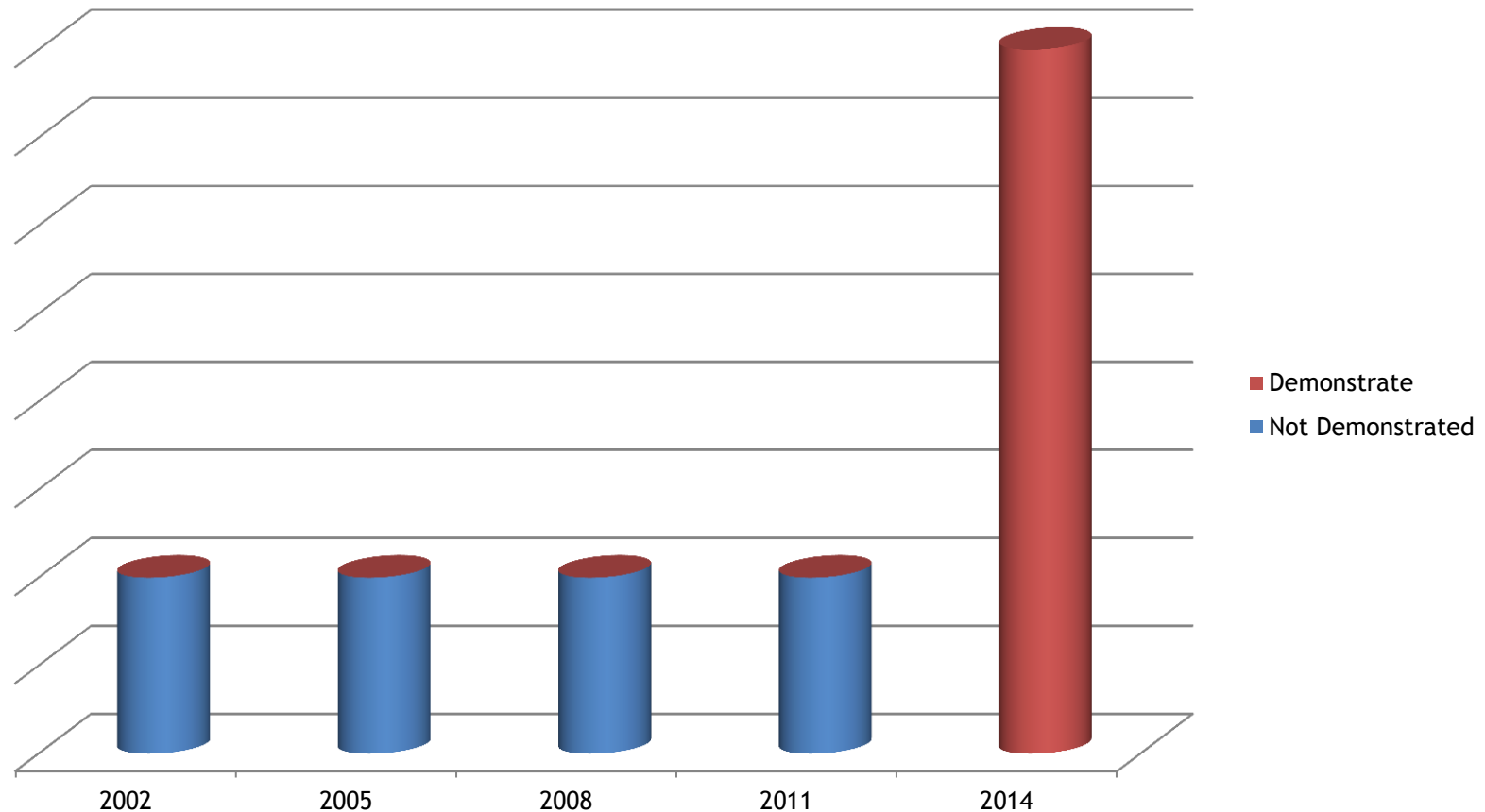


Date on slide master

Project Team

- Iva Burks, Director
- Christina Dettra, Public Health Program Manager
- Andy Brastad, Environmental Health Director
- Kim Yacklin, Administration Manager
- Tim Bruce, Human Services Planner, Developmental Disabilities
- Jude Anderson, Human Services Planner, Alcohol and Drug Abuse
- Jaima Hardman, Customer Service Specialist II

Demonstrate ability to meet domain 9 of Public Health Standards in 2014



Public Health Performance Management Centers for Excellence

AIM Statement

“Increase workforce and systems development of CCHHS staff as it relates to Quality Improvement methods, planning, and common tools.”

Date on slide master

Project Activities

- Established Leadership Team (QMLT)
- Promoted QI structure for department
- Developed and Implemented QI Policy
- Developed and Implemented QI Plan populated with department activities
- Provided QI methods and tools training for all staff
- Distributed *Memory Jogger* to all staff
- Recruited sub-committee participants for QI Projects in QI Plan

Root Cause



Improvement

Education
Equals
Knowledge



- *Familiarization of staff with QI language, tools and concepts-*Memory Jogger*

- *Developed relationship with Public Health Performance Management Centers for Excellence

- *Education, planning, and practice with Public Health Performance Management Centers for Excellence Consult at Tacoma-Pierce Health Department

Results

Celebrate Success



- *Established QMLT
- *34 staff trained
- *Written QI Policy
- *Written QI Plan
- *Narrowed department QI Projects
- *Developed QI sub-committees
- *2nd round of funding

Next Steps

- Continue monthly QMLT meetings
- Continue sub-committee project on “Outlook Calendars”
- Begin sub-committee project on “Archives”
- Promote QI Teams in each section of the department
- QI updates at departmental “All Staff” meetings

Public Health Performance Management Centers for Excellence

For more information, contact:

Iva Burks, Director

360 417-2329

iburks@co.clallam.wa.us

Christina Dettra, Public Health Program
Manager

360 417-2364

cdettra@co.clallam.wa.us

www.clallam.net/hhs

www.doh.wa.gov/PHIP/perfmgtcenters

Public Health Performance Management Centers for Excellence

The contents of this presentation were selected by the authors and do not necessarily represent the official position of or endorsement by the Centers for Disease Control and Prevention.

www.doh.wa.gov/PHIP/perfmgtcenters

12